DOCUMENT RESUME

ED 353 993 IR 054 369

TITLE Perception and Use of Libraries: A View from the Connecticut Public.
INSTITUTION Connecticut Univ., Storrs. Inst. for Social Inquiry.
PUB DATE 90
NOTE 38p.
PUB TYPE Statistical Data (110) -- Reports - Descriptive (141)

EDRS PRICE MF01/PC02 Plus Postage.
DESCRIPTORS *Attitudes; Community Information Services; Interviews; Library Research; *Library Services; Opinions; *Public Libraries; Reference Services; Referral; *State Surveys; Statistical Analysis; *User Needs (Information); *User Satisfaction (Information); Use Studies
IDENTIFIERS *Connecticut

ABSTRACT

This report summarizes some of the key findings of a survey of the Connecticut public that was conducted as part of the Year of the Library Project by the Institute for Social Inquiry at the University of Connecticut. The purpose of the study was to explore public attitudes that might be relevant to improve and broaden use of library services. The study was based on telephone interviews of 500 randomly selected respondents, who were contacted in the fall of 1989. The margin of error for the study was about plus or minus 5%. Results of the study are discussed under four headings: (1) basic perceptions and awareness of library services as indicated by library card ownership and library visitation, and personal information including the gender, education, and race of patrons; (2) general attitude toward libraries as measured by the respondents' sense of the importance of the library, reasons for not using the library, frequency of borrowing books and less traditional materials, and use of reference services; (3) use of specialized services, such as nonresident library use and interlibrary loan, and perceptions of the importance of such services and the development of children's library skills; and (4) a service inventory that asked respondents to comment on the importance of specific, less-traditional services such as services for the homebound, reading instruction, access to computers and FAX machines, providing community information and referrals to community agencies, and telephone reference. The exact text of the 60-question survey is included along with the numbers and percentages of responses for each question broken down by such variables as gender, education, age, race, access to library card, library visitation, senior citizen and disability status, and area of residence. (KRN)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)

☐ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

IR

ED353993

PERCEPTION AND USE OF LIBRARIES
A View from the Connecticut Public

A Study for the Year of the Library Project

Institute for Social Inquiry
University of Connecticut

Summary of Findings
Winter 1990

IR053693

PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY
G. Donald Ferree

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC).

BEST COPY AVAILABLE

PERCEPTION AND USE OF LIBRARIES
A View from the Connecticut Public

What follows is a summary of some of the key findings from a survey of the Connecticut public conducted as part of the Year of the Library Project by the Institute for Social Inquiry of the University of Connecticut. The aim of this study was to explore public attitudes that might be relevant to improve and broaden use of library services. Beyond this summary, a more complete report includes detailed tables showing results for each question for the overall sample and for certain subgroups. It should be noted that the numerical summary contains quite detailed data, not all of which is dicussed explicitly in prose discussion.

All told, 500 randomly selected respondents were interviewed by telephone for this study during two periods in the fall of 1989. Methods employed were essentially the same as those used by the Institute for Social Inquiry for one hundred and ninety separate surveys since spring 1979. In particular, the telephone numbers dialed were determined by random digit dialing, with a random selection of respondent within household once a residence was reached.

The "margin of error" for this study is about plus or minus 5%. This means that, granted that 47% of the persons interviewed said it was "very important" for libraries to provide access to modern technology such as computers or "FAX" machines, there is only a one in twenty chance that the result would have been higher than 52% or lower than 42% if ALL eligible adults had been interviewed at the same time as the sample was.

Basic Perceptions and Awareness

Theoretical access to library services is widespread. Just under six in ten have a current library card themselves, which fraction rises to fully seven in ten if one includes those with no card themselves who answered "yes" to the query "does anyone living in your household have a library card". The proportion who clear this first hurdle for using most library services is higher among women than men, is strongly related to education, and tends to be highest among respondents in those age groups most likely to be parents of children at home. It is lowest among residents of Eastern Connecticut, and highest in Hartford and Fairfield counties. While the number of non-whites interviewed (reflecting their proportion in the population) is so small as to suggest extreme caution in interpreting racial/ethnic differences, it does appear that access to borrowing privileges is more restricted among the minority population.

BEST COPY AVAILABLE

Some seven in ten have "visited your local library within the past year", including just under nine in ten of those with access to a card, and just over one in four of those who do not. Use of library services on site tends to be slightly higher among women, to rise with education, but be relatively weakly related to age. Whites (again voicing caution) are more likely than non-whites to have been to the local library, and the proportion having visited a library is higher in Fairfield and Hartford counties than in the (more rural) rest of the state. Of those who had not been to the local library within the past year, one in three had done so within the past five years, only one in sixteen said they had never set foot in the local library.

The Library Mandate in General Terms

The general attitude to libraries reflects a climate broadly supportive of comprehensive services and a lack of sharp discontent. Three residents in four said it was "very important" to them "that your town have a local library that provides comprehensive library services". Including the one in five who say it is at least "somewhat important" accounts for over nine residents in every ten. One in fourteen say this is a matter that is "not important at all" to them.

As would be expected, those with cards are clearly more supportive than those without; those who have visited a library recently more so than those who have not. Stated importance rises with college education, and women again are modestly more "pro-library" as a group than men. But the main point here is the broad support. In no group examined did fewer than an absolute majority label comprehensive library services "very important"; and the proportion is relatively stable across demographic groups. (One should not confuse this, of course, with a demand for specific services that experts might define as part of the "comprehensive" mix; but it is indicative of a generally supportive climate.)

Going along with this, the major reason advanced by those who had not used their local library within the past year was a lack of personal need for the services. In second place was a simple lack of time. In other words, there is support for availability of services even if one does not need them. On the other side, when those who <u>had</u> been to the local library within a year were asked the biggest reason for using the library, getting materials for something that interested them was first, followed by leisure reading, with the complex of more utilitarian concerns (job, school, children) next.

Frequency of use of four specific library services within the past year was explored next. The pattern reveals a certain focus on "traditional" services of borrowing books and printed material, as well as tendency for the most important step being that of getting into the library in the first place. Thus, among all respondents (including those who had not been to a library at all within the previous year), the median reported frequency of borrowing books was only once or twice. If one had been (for any purpose) to the library, the typical frequency fell in the six to ten range, while, assuming one had done ANY

borrowing, the median number was around ten.

Reference services (broadly approximated by "look something up or to use materials you did not borrow") was less common. Among the entire population, the median usage was one, among those who had gone to the library at all, it was three to five, and fell about five or six for those who had used the service at least once. Less traditional borrowing ("tapes, records, or materials besides books and magazines") was far less common. Only one in four residents had done this at all, and the fraction rose only to one in three among those who had been to the library. However, among those who had borrowed such materials at least once, the median frequency was in the three to five range. A final service--calling on the phone to get a (non-schedule) question answered--did not require physical presence in the library. Three in ten claimed to have telephoned the library for some information, but the median number of times (assuming that one had done so at all) was no more than once or twice.

The overall expressed level of satisfaction with the local library is quite high. More than seven in eight say they are "generally satisfied with your town's local library", and this level is remarkably constant across all the groups not directly defined by library access or use. Even here, nine in ten of those with cards are satisfied, compared to three in four of those without. And just over nine in ten of those who had been to the library were satisfied, as were just under three in four of those who had not.

This general endorsement reflects an absence of a consensual clamor for specific services. When respondents were asked what one change they would make in the library services locally offered, six in ten mentioned nothing. Among those who did have a suggestion, the most common idea was to increase the number of hours the library was open.

More Specialized Services

On balance there is only imperfect information about a number of library services, and lower utilization. Six in ten said that yes "someone who is not a resident of a town" can "go to another town's library and use materials there or take materials out". One in six did not think this was possible, and one in four, tellingly, did not know. As would be expected, correct knowledge was higher among those with library access and experience but was by no means universal even among those groups. However, fewer than one in five residents--and hence fewer than one of three of those who knew one could do this--had actually availed themselves of the service within the past year. One in three residents had EVER done so.

Interlibrary loan ("if your local library does not have some book or other material you need, can they borrow it for you from another library") was more widely known: two thirds were aware of this, and fewer than one in twenty did NOT think it was possible. It has, however, been infrequently utilized. Only one in eight residents had used this service in the past year, and fewer than three in ten had ever

done so.

Libraries get good marks for traditional reference services, in which seven in ten find them "very helpful" and nine in ten at least "somewhat helpful". Answering questions over the phone is something more than half of all residents claim no familiarity with, but three in four of those with an opinion find their libraries "very helpful" in this area, too. The library is looked to--although scarcely universally--as a general information source. Two thirds would be at least "somewhat likely" to refer a friend who asked them a question they could not answer to the local library. This included, however, only three in ten who would be very likely so to do, and one in three would be unlikely to refer someone to the library.

There is very widespread agreement that library skills are important for children to acquire. Over nine in ten said it was "very important" for schools to teach children how to use libraries, and almost all the remainder said it was at least somewhat important. A somewhat smaller group (six out seven) felt that this was not solely a matter for schools, but that it was very important for parents to teach their children library skills.

What is desired is not always what is, however. While one in four rate their own "knowledge of how to use libraries" as excellent; the largest group (just over half) say it is "good". And one in four rate their own skills either fair or poor. The one in three who report having a child at home were asked a parallel question about their children, and the pattern is quite similar.

Specific Service Inventory

Most of the remainder of the survey was taken up by a service inventory. Respondents were asked how important they felt it was for libraries to offer various (less traditional) services, and--unless they said it was of no importance to them--how likely they would be to use the service if offered. These questions were followed up by a short series inquiring into the perceived importance of serving various special constituencies. Before (briefly) turning to the specific areas, several general conclusions should be voiced.

First, there is openness about a large number of services: no fewer than two out of three residents said they felt it was at least "somewhat important" in response to each one of the ten services examined. This can best be interpreted as a lack of opposition to putting the services on the library agenda. Second, there is demand (seeing providing the service as "very important") for a limited set, but nonetheless one which would go beyond the library's more traditional role. Third, people's priorities do not simply reflect their own level of usage, either in an absolute or relative sense: believing a service ought to be offered is not simply a function of expecting that one would use it. Put another way, the public agenda for libraries is more than "aggregate demand" for services.

Three areas are seen as very important by at least seven respondents in ten. Most commonly so seen is "providing librarians especially trained to assist in finding materials or answers to questions" (what one might call "reference"). This is a traditional function, and also would be commonly used. But along with it at the top of the agenda are two much less more traditional functions. Each taps the notion of broadening constituency, but is only rarely expected to be heavily used by respondents or their families. The first is "providing library services to the homebound", the second to "provide special reading instruction for people who can't read or would like to improve their reading ability". While these are of limited direct utility to respondents they do clearly feel they are an appropriate part of the library mandate.

Falling in the middle of the agenda (labelled as "very important" by between forty and fifty percent) are three more specialized services. These areas are "provide access to computers, FAX machines, and that sort of thing", "having the library act as a referral center by directing questions about community and social services to the appropriate agency", and "library staff answering information questions on the phone". Each would be used "some" by about one respondent in two (or by the families of respondents); but no more than around one in five would use them "a lot". Still, the gap between usage and priority is smaller here than it was for the first set.

Four other areas were named as "very important" by between about one in four and one in three. In terms of the proportion labelling each as "very important", the "most demanded" of this set was "provide community-wide information about such things as car pools and child care" but this area was actually lowest in terms of those saying it was at least "somewhat important" (suggesting a special consituency). Going along with this, it was quite low in terms of expected utilization. Fewer than one in ten would use such a service "a lot" and three in ten "some".

"Provide access to computerized information sources such as newspaper retrieval systems, airline reservations, or stock market information" was relatively high in expected usage (almost one in two would use it "some"), but low in priority. "Providing impartial information about controversial public issues" (far easier in theory than in practice), also was relatively higher in usage than in priority. Finally, "providing programs for adults, such as films and lectures" is perhaps one of the most "traditional" items on the list. But it occupies the bottom rung on the "very important" priority ladder, and a middle position in terms of "some" on the service usage ladder.

Lest the forest be lost for the trees in this summary, it would be well to summarize the overall pattern again. The public is clearly open to broadening the constituencies served and the services offered, as libraries move to being more comprehensive "information centers". The forecast level of usage does not follow the agenda priorities, however, reflecting the willingness for the library to be a more general community resource. (A caveat about projecting usage from these, or similar, data should be voiced: it is always difficult to predict

behavior in advance, especially for hypothetical services; nonetheless, these questions serve clearly to enrich the portrait of what the public expects--or is open to seeing--from its libraries).

Much was made above of constituencies. A central constituency is clearly that of "students doing research projects", which nine in ten label as a "very important" group to serve. Three other constituencies, quite varied among themselves, are seen as "very important" by between about two in three and three in four. One is the classic "people looking for scientific or technical information", which almost everyone finds at least "somewhat" important. Another traditionally served group is "people just looking for recreational reading". Nineteen out of twenty call this "somewhat important" or better, with two thirds saying it is "very important".

A similar proportion finds the very non-traditional "people who cannot read and write English well" a very important constituency to serve, but there is a small minority (one in ten) who do not want this to be a priority at all. There is also some disagreement about providing "services useful to local business". Four in ten see this as very important, a similar proportion thinks it is "somewhat" so, and one in seven do not think it is at all important.

None of these questions suggest anything approaching widespread opposition, but it is the case that the idea of extending services in some directions meets with rather less consensus than in others. Still, this series, as indeed the entire survey, reflects the notion that the public sees a potentially quite broad mandate for libraries as institutions. The precise mix of services is, of course, a matter for experts, as are the appropriate tradeoffs between costs and programs. Nonetheless, one can say that usage is potentially much broader and widespread than it now is, and that the idea of extending libraries' mandates finds a favorable public climate.

CONNECTICUT POLL LIBRARY STUDY (SPEC #96)

Numerical Results for Selected Subgroups

What follows are the exact texts of each question on the survey, along with the results for selected subgroups. The first column (labelled TOT) shows the "marginals" or percentage of the entire 500 person sample falling into each response category. The next two columns ("M" and "F") depict men and women separately. Columns four and five break respondents down by race and ethnicity into white and non-white ("WHT", and "NWHT"). Finally, the last four columns group respondents by age--calculated from year of birth.

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Number of Cases	500	230	270	180	140	179	110	177	108	98	451	35

Q01. (Interviewer note, but DO NOT ASK) Sex

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Male	46%	100%	--%	41%	46%	52%	41%	51%	51%	41%	48%	31%
Female	54	--	100	59	54	48	59	49	49	59	52	69

Q02. Do you have a library card?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Yes	58%	48%	66%	39%	64%	73%	54%	61%	58%	58%	59%	37%
No	42	52	34	61	36	27	46	40	42	42	41	63
DK, etc.	--	--	--	--	--	--	--	--	--	--	--	--

Q03. (If NO CURRENT CARD) Does anyone living in your household have a library card?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Not asked	58%	48%	66%	39%	64%	73%	54%	61%	58%	58%	59%	37%
Yes	12	19	7	12	14	12	12	18	12	3	12	17
No	26	28	24	43	19	14	32	17	25	37	25	46
DK, etc.	4	5	3	6	4	2	3	5	5	2	4	--

Q04. How important is it to you that your town have a local library that provides comprehensive library services -- is it very important, somewhat important, or not important at all?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Very important	72%	68%	76%	64%	68%	83%	69%	73%	72%	75%	72%	71%
Somewhat important	20	21	19	21	26	15	26	23	13	15	20	23
Not important at all	7	10	5	14	6	2	5	3	14	9	7	6
DK, etc.	1	*	1	1	--	1	--	1	1	1	1	--

Q05. Have you visited your local library within the last year?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Yes	70%	67%	73%	54%	76%	82%	69%	74%	66%	67%	71%	57%
No	30	33	27	46	24	18	31	25	34	33	29	43
DK, etc.	*	*	--	--	--	1	--	1	--	--	*	--

Q06. (IF NO, DK) When, if ever, is the most recent time you have been to your local library? _____
(Record as number of months ago, round up; 60=5 years or more ago; 95=Never; 99=DK; 00=Not asked

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Not asked	70%	67%	73%	54%	76%	82%	69%	74%	66%	67%	71%	57%
1-4 years ago	9	9	10	11	11	7	11	10	8	8	9	17
5 or more years ago	9	11	8	17	6	5	10	6	11	13	10	6
Never	6	8	4	8	5	5	6	6	8	4	6	3
DK, etc.	5	5	5	9	3	3	4	5	7	7	4	17

Q07. What is the biggest reason that you have not used your local library?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Not asked	70%	67%	73%	54%	76%	82%	69%	74%	66%	67%	71%	57%
Lack of transportation	1	*	2	3	1	--	2	1	--	4	1	6
Physical infirmities	1	--	2	1	1	1	--	--	--	4	1	--
No time	5	3	6	9	4	1	6	3	8	3	4	9
Use another library	2	2	2	1	1	4	4	2	1	1	2	3
Needed items unavail.	*	*	--	--	1	--	--	1	--	--	*	--
Don't need a library	11	16	7	18	11	5	6	11	17	12	11	11
Moved to area recently	3	4	2	3	3	3	7	2	2	1	2	6
Other _____	4	5	3	7	1	4	3	6	3	4	4	6
Nothing	2	2	2	3	--	1	3	1	2	1	2	3
DK, etc.	1	1	2	1	2	1	2	1	2	2	2	--

Q08. (IF YES) What is your single most important reason for using the local library?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	30%	34%	27%	46%	24%	18%	31%	26%	34%	33%	29%	43%
School materials	8	7	8	4	14	6	20	7	4	--	7	11
Job/career materials	6	8	4	1	7	10	1	9	8	4	6	6
Pers. interest mater.	20	21	19	18	25	18	22	18	22	20	20	14
leisure reading mater.	16	11	19	14	14	19	9	10	20	27	16	9
Other leisure mater.	*	*	*	--	--	1	--	1	1	--	*	--
Taking children to it	9	4	13	7	6	13	6	20	2	--	9	3
Combination _____	8	9	7	5	5	12	6	9	6	11	8	6
Other	3	4	2	3	4	2	5	2	3	4	3	6
DK, etc.	1	1	*	1	1	1	2	--	--	1	1	3

Q09. (IF BEEN WITHIN PAST YEAR) Within the past year, how many times, if at all, have you borrowed any books or other printed materials from your local library? _____

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	30%	34%	27%	46%	24%	18%	31%	26%	34%	33%	29%	43%
Once or twice	7	6	8	7	9	6	10	7	6	6	6	14
3-5 times	13	10	15	14	16	9	15	12	14	10	13	9
6-10 times	8	10	7	5	11	10	9	9	8	7	8	17
11-20 times	13	11	15	7	11	21	9	18	15	5	13	3
More than 20 times	15	12	17	7	12	25	8	18	11	21	16	--
None	13	17	10	14	15	10	16	9	11	16	13	14
DK, etc.	1	1	2	1	2	2	3	1	1	1	2	--

Q10. (IF BEEN WITHIN PAST YEAR) And in the same period, how many times, if at all, have you gone to the library to look something up or to use materials that you did not borrow? _____

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	30%	34%	27%	46%	24%	18%	31%	26%	34%	33%	29%	43%
Once or twice	13	12	14	9	15	15	20	14	13	4	12	17
3-5 times	13	8	17	11	11	16	12	14	16	9	13	14
6-10 times	11	12	9	8	13	11	12	13	10	6	11	9
11-20 times	10	13	7	4	6	18	6	13	7	10	10	6
More than 20 times	8	9	7	4	11	10	9	6	7	11	9	3
None	15	12	18	17	19	11	10	15	12	26	16	9
DK, etc.	1	*	2	1	1	1	1	--	1	1	1	--

Q11. (IF BEEN WITHIN PAST YEAR) How many times did you borrow tapes, records, or other materials besides books and magazines?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	30%	34%	27%	46%	24%	18%	31%	26%	34%	33%	29%	43%
Once or twice	7	7	8	3	11	9	9	8	8	3	7	9
3-5 times	7	9	6	6	8	8	6	6	7	7	7	3
6-10 times	4	4	3	1	2	7	2	5	2	4	4	3
11-20 times	3	4	2	1	4	5	1	5	--	5	3	--
More than 20 times	3	2	4	--	3	7	2	5	4	3	4	--
None	45	41	49	44	47	45	48	45	44	45	46	43
DK, etc.	*	*	*	--	1	--	1	1	--	--	*	--

Q12. (ASK EVERYONE) Within the past year, how many times, if at all, have you telephoned your library to have a question answered, or for some other information? Please do not include calls to find out when the library is open.

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Once or twice	17%	14%	19%	11%	22%	18%	18%	20%	14%	13%	16%	26%
3-5 times	8	6	10	8	7	9	8	12	6	4	7	20
6-10 times	2	1	3	2	3	2	1	1	1	5	2	3
11-20 times	1	1	1	1	1	2	1	--	3	1	1	--
More than 20 times	1	1	2	--	1	3	--	1	4	2	2	--
Never	70	77	65	79	65	66	72	66	73	72	72	51
DK, etc.	*	--	1	--	1	1	--	--	--	2	*	--

Q13. Are you generally satisfied with your town's local library?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Yes	86%	84%	88%	85%	89%	85%	86%	84%	85%	89%	86%	89%
No	7	7	7	5	5	11	5	12	7	3	7	6
DK, etc.	7	9	5	10	6	5	9	4	8	8	7	6

Q14. (IF NO) Why not?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	93%	93%	93%	95%	95%	89%	96%	88%	94%	97%	93%	94%
Too small	2	2	2	1	1	4	1	2	5	1	2	--
Not enough books	2	2	2	1	2	2	2	4	1	--	2	3
Badly run; staff probs	*	--	*	1	--	--	--	1	--	--	*	--
Not enough services	*	--	*	--	--	1	--	1	--	--	*	--
Inconvenient hours	1	1	1	1	1	2	1	2	--	--	1	--
Other _____	1	1	1	1	--	2	--	2	1	2	1	--
DK, etc.	1	1	*	1	1	--	1	1	--	--	*	3

Q15. If you could make any changes in library services offered by your local library, which <u>one</u> change would you make?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
More books for adults	4%	5%	4%	3%	4%	6%	5%	3%	7%	4%	4%	6%
More bks for children	1	--	1	1	1	1	--	2	--	--	1	--
More copies of books	1	1	2	2	--	2	1	2	2	--	1	3
More periodicals	*	*	*	--	1	1	2	--	--	--	*	--
More childrens' progs	1	*	1	1	--	1	1	1	--	--	1	--
More non-print items	2	2	1	1	--	3	1	1	5	1	2	--
Improve info. services	2	2	2	--	3	3	4	2	2	--	2	3
Add new info. services	1	*	1	--	--	2	1	--	1	1	1	--
Increase hours open	13	14	13	5	17	18	12	22	10	4	13	14
Add facilities	3	2	4	2	3	4	6	2	2	1	2	9
Bookmobile	*	--	*	--	1	--	--	--	--	1	*	--
Add/improve staff	1	1	2	1	--	2	1	3	--	--	1	--
Access by computer	1	2	1	1	--	3	1	2	2	--	1	--
Other (specify)_____	10	10	10	7	12	12	6	15	7	10	11	3
Nothing	36	34	39	47	36	25	40	27	40	44	36	40
DK, etc.	24	27	20	30	22	18	20	21	22	34	24	23

Q16. As far as you know, can someone who is not a resident of a town go to another town's library and use materials there or take materials out?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Yes	59%	57%	61%	41%	63%	74%	55%	69%	59%	47%	61%	43%
No	17	16	18	26	16	9	26	14	14	16	16	34
DK, etc.	24	27	21	33	21	17	19	18	27	37	24	23

Q17. (IF POSSIBLE) When, if ever, is the most recent time you have done this? _____

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	41%	43%	39%	59%	37%	26%	46%	31%	41%	53%	40%	57%
Within last year	18	17	18	6	21	26	18	25	14	8	18	11
A year or more ago	15	11	19	13	16	18	15	16	18	12	16	14
Never	24	27	22	19	24	29	19	26	27	25	25	17
DK, etc.	2	2	2	3	1	2	3	2	1	2	2	--

Q18. As far as you know, if your local library does not have some book or other material you need, can they borrow it for you from another library in Connecticut?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Yes	68%	67%	69%	54%	66%	82%	63%	70%	69%	67%	68%	74%
No	4	5	4	6	6	1	7	4	3	3	4	9
DK, etc.	28	29	28	39	28	17	30	27	28	30	29	17

Q19. (IF POSSIBLE) When, if ever, is the most recent time you have done this?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	32%	34%	32%	46%	34%	18%	37%	31%	31%	33%	32%	26%
Within last year	12	10	13	6	13	16	11	11	12	12	11	14
A year or more ago	16	12	20	12	16	20	15	19	10	19	17	11
Never	38	43	35	34	36	45	36	39	44	34	38	43
DK, etc.	1	2	1	2	1	1	2	--	3	2	1	6

Q20. How helpful do you think your local library is in providing reference materials and assistance in using them? Very helpful, somewhat helpful, not very helpful, or not helpful at all?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very helpful	71%	69%	73%	73%	70%	70%	63%	70%	74%	79%	71%	74%
Somewhat helpful	20	20	19	16	23	21	26	22	17	13	19	20
Not very helpful	1	*	1	1	--	1	3	1	--	--	1	--
Not helpful at all	1	1	--	1	1	1	--	1	2	--	1	--
DK, etc.	8	9	7	9	6	7	8	8	7	8	8	6

Q21. And how helpful do you think your local library is in answering questions over the telephone.

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very helpful	31%	26%	36%	31%	30%	33%	33%	35%	32%	25%	30%	46%
Somewhat helpful	13	13	13	9	18	12	15	14	9	12	13	14
Not very helpful	1	*	2	1	1	1	2	1	1	--	*	6
Not helpful at all	1	1	--	1	--	1	1	--	2	--	1	--
DK, etc.	54	60	50	58	51	53	50	50	57	63	56	34

Q22. If one of your friends asked you a question you could not answer, how likely is it you would refer them to your local library? Very likely, somewhat likely, somewhat unlikely, or very unlikely?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very likely	30%	26%	34%	36%	26%	28%	21%	27%	35%	42%	29%	49%
Somewhat likely	34	32	36	29	40	34	37	36	31	31	34	34
Somewhat unlikely	15	16	15	13	17	16	18	20	10	9	16	6
Very unlikely	16	20	12	17	12	18	23	16	18	6	16	11
DK, etc.	5	6	4	5	4	5	1	2	7	12	5	--

Q23. How important do you think it is that the schools teach children how to use libraries? Very important, somewhat important, not very important, or not important at all?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very important	94%	92%	95%	94%	94%	93%	90%	95%	93%	98%	94%	94%
Somewhat important	5	6	4	4	6	5	9	5	6	--	5	3
Not very important	*	--	1	1	--	1	1	--	--	1	*	3
Not important at all	1	1	--	1	--	1	--	1	2	--	1	--
DK, etc.	*	*	--	--	--	1	--	--	--	1	*	--

Q24. And how important do you think it is for parents to teach their own children how to use libraries?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very important	86%	81%	90%	86%	85%	87%	79%	89%	82%	92%	85%	91%
Somewhat important	11	14	9	11	14	9	19	9	13	4	12	3
Not very important	1	2	1	1	1	2	1	1	3	1	1	3
Not important at all	1	1	*	2	--	1	1	--	2	--	*	3
DK, etc.	1	2	*	1	--	2	--	2	--	3	1	--

Q25. How would you rate your own knowledge of how to use libraries? Excellent, good, fair, or poor?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Excellent	23%	25%	21%	15%	13%	38%	20%	22%	30%	19%	23%	29%
Good	55	53	56	52	60	53	62	57	44	54	54	49
Fair	17	16	18	20	24	8	18	14	18	20	17	17
Poor	5	7	4	11	3	1	--	6	9	4	5	3
DK, etc.	1	*	1	2	--	1	--	1	--	2	1	3

Q26. (ASK IF NECESSARY) Do you have any school-age children?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Yes	34%	35%	33%	27%	35%	40%	12%	60%	40%	6%	33%	37%
No	66	65	67	73	65	60	88	40	60	94	67	63
DK, etc.	--	--	--	--	--	--	--	--	--	--	--	--

Q27. (IF YES) How would you rate their knowledge of how to use libraries? Excellent, good, fair, or poor?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	66%	65%	67%	73%	65%	60%	88%	40%	60%	94%	67%	63%
Excellent	9	10	8	6	10	11	1	11	18	3	9	11
Good	15	17	14	11	16	18	7	27	15	3	14	14
Fair	8	7	9	9	8	7	3	17	7	--	8	9
Poor	1	1	1	--	1	1	1	2	--	--	1	3
DK, etc.	1	2	1	1	--	3	--	3	1	--	1	--

There are some services and programs that libraries can offer in addition to lending books and providing reference materials. For each of the following, please tell me if it is very important to you (and your family), somewhat important, or not important at all.

Q28. Providing programs for adults, such as films and lectures. Is that very important, somewhat important, or not important at all?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Very important	27%	24%	30%	32%	24%	26%	27%	26%	23%	35%	25%	51%
Somewhat important	54	57	52	47	61	56	64	62	45	41	56	37
Not important at all	18	19	16	19	15	17	9	11	32	21	18	11
DK, etc.	1	*	1	2	--	1	--	1	--	3	1	--

Q29. Would your family use this service a lot, some, only a little or not at all?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Not asked	18%	19%	16%	19%	15%	17%	9%	11%	32%	21%	18%	11%
A lot	8	6	10	8	10	7	9	7	7	11	8	20
Some	39	38	40	35	39	44	40	50	32	27	38	49
Only a little	23	25	21	21	26	22	29	23	17	22	24	9
Not at all	11	10	12	15	10	7	12	9	12	13	11	11
DK, etc	2	2	2	2	1	2	1	1	1	5	2	--

Q30. Providing librarians who are especially trained to assist in finding materials or answers to questions. Is that very important, somewhat important, or not important at all?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Very important	77%	70%	83%	76%	74%	81%	80%	80%	76%	74%	76%	91%
Somewhat important	19	24	14	19	24	15	19	18	18	18	20	9
Not important at all	3	5	2	4	1	4	1	2	7	6	4	--
DK, etc.	*	*	*	1	--	1	--	--	--	2	*	--

Q31. Would your family use this service a lot, some, only a little or not at all?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Not asked	3%	5%	2%	4%	1%	4%	1%	2%	7%	6%	4%	--%
A lot	31	26	36	22	37	36	33	36	32	22	31	34
Some	46	50	42	46	49	43	46	53	41	39	46	43
Only a little	14	13	14	15	10	15	17	8	13	18	13	20
Not at all	5	4	5	9	3	1	2	2	7	9	5	--
DK, etc	1	1	2	3	--	1	1	--	--	5	1	3

Q32. The library staff answering information questions on the phone. Is that very important, somewhat important, or not important at all?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Very important	41%	34%	47%	48%	38%	36%	49%	41%	38%	36%	39%	63%
Somewhat important	41	46	37	34	49	43	42	45	40	35	42	29
Not important at all	15	18	12	14	11	19	8	12	20	20	16	9
DK, etc.	3	3	3	4	2	3	1	2	2	9	3	--

Q33. Would your family use this service a lot, some, only a little or not at all?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Not asked	15%	18%	12%	14%	11%	19%	8%	12%	20%	20%	16%	9%
A lot	15	12	17	15	14	15	18	12	19	11	13	40
Some	37	35	39	37	36	38	42	48	29	22	38	29
Only a little	22	22	23	19	29	20	19	20	23	28	23	11
Not at all	9	10	9	13	9	7	12	7	7	13	9	11
DK, etc	2	3	1	2	1	2	1	1	1	5	2	--

Q34. Providing library services to the homebound.

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Very important	74%	72%	76%	74%	76%	73%	72%	76%	79%	68%	75%	71%
Somewhat important	20	21	18	21	19	19	24	17	16	24	20	20
Not important at all	4	5	3	4	3	5	2	5	4	6	4	3
DK, etc.	2	1	3	1	1	4	3	2	2	2	2	6

Q35. Would your family use this service a lot, some, only a little or not at all?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Not asked	4%	5%	3%	4%	3%	5%	2%	5%	4%	6%	4%	3%
A lot	14	12	17	16	16	12	18	14	14	13	14	29
Some	17	19	16	19	20	13	23	15	16	15	16	29
Only a little	10	10	11	15	8	7	12	9	10	12	9	26
Not at all	47	46	48	39	47	55	36	53	48	47	50	11
DK, etc	7	8	5	6	6	8	9	5	8	6	7	3

Q36. Having the library act as a referral center by directing questions about community and social services to the appropriate agency.

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Very important	42%	34%	50%	44%	41%	41%	55%	42%	36%	38%	42%	60%
Somewhat important	38	42	34	36	42	36	36	44	35	34	39	26
Not important at all	16	20	13	15	14	19	8	11	26	22	17	6
DK, etc.	3	4	3	4	2	3	2	3	3	6	3	9

Q37. Would your family use this service a lot, some, only a little or not at all?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	16%	20%	13%	15%	14%	19%	8%	11%	26%	22%	17%	6%
A lot	13	11	15	16	14	11	26	10	12	9	12	43
Some	34	31	36	32	41	30	36	43	30	18	34	34
Only a little	21	20	22	16	21	26	17	20	19	30	22	9
Not at all	12	12	12	17	6	11	10	14	9	14	13	3
DK, etc	4	5	3	4	3	4	3	3	5	6	4	6

Q38. Provide special reading instruction for people who can't read or would like to improve their reading ability.

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very important	71%	65%	76%	76%	78%	61%	80%	73%	60%	66%	70%	80%
Somewhat important	14	18	11	12	12	18	14	15	13	15	15	11
Not important at all	14	16	12	10	10	20	6	11	26	14	14	9
DK, etc.	1	1	1	2	--	2	--	1	1	4	1	--

Q39. Would your family use this service a lot, some, only a little or not at all?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	14%	16%	12%	10%	10%	20%	6%	11%	26%	14%	14%	9%
A lot	11	11	11	17	11	5	18	11	10	4	9	37
Some	11	11	12	16	11	7	17	12	7	7	11	14
Only a little	7	7	8	8	11	4	16	5	7	4	7	20
Not at all	55	53	56	48	54	62	41	61	47	65	57	20
DK, etc	2	2	2	2	3	2	1	1	3	5	2	--

Q40. Provide access to computers, FAX machines, and that sort of thing.

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very important	47%	38%	54%	47%	50%	45%	57%	52%	40%	33%	45%	66%
Somewhat important	33	37	29	30	34	35	30	38	34	26	34	17
Not important at all	18	24	13	18	14	20	13	10	25	32	18	17
DK, etc.	3	1	4	5	2	1	--	1	1	10	3	--

Q41. Would your family use this service a lot, some, only a little or not at all?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	18%	24%	13%	18%	14%	20%	13%	10%	25%	32%	18%	17%
A lot	21	18	24	19	25	21	33	23	17	9	20	46
Some	29	30	28	27	29	32	35	33	28	18	30	23
Only a little	15	16	14	13	19	14	13	19	13	13	16	9
Not at all	14	11	17	18	14	11	7	14	16	21	15	6
DK, etc	2	2	3	4	--	2	--	1	2	6	2	--

Q42. Provide access to computerized information sources such as newspaper retrieval systems, airline reservations, or stock market information.

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Very important	32%	32%	32%	26%	39%	33%	44%	33%	32%	17%	30%	60%
Somewhat important	36	35	37	32	39	38	35	41	34	31	37	29
Not important at all	30	32	29	40	21	27	22	25	30	47	31	11
DK, etc.	2	1	3	3	1	2	--	1	4	5	2	--

Q43. Would your family use this service a lot, some, only a little or not at all?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Not asked	30%	32%	29%	40%	21%	27%	22%	25%	30%	47%	31%	11%
A lot	13	14	13	11	18	12	16	16	14	6	13	20
Some	31	33	30	24	36	35	37	33	34	19	31	43
Only a little	14	13	15	13	16	14	17	18	11	7	14	17
Not at all	9	7	11	8	9	10	7	7	8	15	10	6
DK, etc	2	1	3	3	1	2	1	1	3	5	2	3

Q44. Provide community-wide information about such things as car pools and child care?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Very important	35%	28%	40%	36%	37%	32%	55%	33%	29%	21%	32%	63%
Somewhat important	33	36	31	33	35	32	35	42	24	29	34	31
Not important at all	29	34	25	27	26	34	10	23	45	42	31	6
DK, etc.	3	1	4	4	1	2	1	1	2	8	3	--

Q45. Would your family use this service a lot, some, only a little or not at all?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Not asked	29%	34%	25%	27%	26%	34%	10%	23%	45%	42%	31%	6%
A lot	7	6	8	9	6	5	17	5	6	2	6	20
Some	24	21	27	24	29	20	34	31	18	10	23	43
Only a little	14	15	14	13	14	17	14	21	8	10	15	11
Not at all	23	24	22	23	23	23	24	20	20	31	23	20
DK, etc	2	1	3	3	1	2	2	--	3	5	2	--

Q46. Provide impartial information about controversial public issues?

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Very important	29%	30%	28%	24%	28%	34%	40%	29%	26%	18%	28%	46%
Somewhat important	40	35	44	42	45	34	40	46	35	34	40	34
Not important at all	29	34	25	30	24	31	20	24	36	39	30	17
DK, etc.	3	2	3	3	3	2	--	1	3	9	3	3

BEST COPY AVAILABLE

Q47. Would your family use this service a lot, some, only a little or not at all?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Not asked	29%	34%	25%	30%	24%	31%	20%	24%	36%	39%	30%	17%
A lot	11	14	9	14	6	13	16	11	10	9	11	23
Some	29	25	32	24	34	29	36	35	22	19	28	40
Only a little	19	19	20	18	23	18	24	20	20	11	20	11
Not at all	9	7	10	9	10	7	6	9	7	14	9	6
DK, etc	3	2	4	4	2	2	--	1	5	7	3	3

Q48. Libraries provide services to all sorts of people. How important is it to you that your local library provide services to people just looking for recreational reading?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very important	65%	61%	69%	55%	64%	78%	68%	67%	62%	64%	65%	77%
Somewhat important	30	33	27	36	34	20	28	32	29	29	30	20
Not important at all	4	6	3	7	1	3	2	2	9	4	4	--
DK, etc.	1	*	2	2	1	--	2	--	--	3	1	3

Q49. And how important is it to you that it provide services to people looking for technical or scientific information?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very important	77%	77%	76%	73%	81%	77%	78%	76%	76%	78%	76%	86%
Somewhat important	20	20	20	21	17	20	19	22	20	16	20	14
Not important at all	3	3	3	4	1	3	1	3	3	4	3	--
DK, etc.	1	*	2	2	1	--	2	--	1	2	1	--

Q50. How about students doing research projects for school or college? How important is it to you that your local library provide services useful to them?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very important	92%	90%	94%	91%	96%	91%	94%	93%	93%	90%	92%	97%
Somewhat important	6	8	5	8	4	7	6	7	6	7	6	3
Not important at all	1	1	1	--	--	2	--	1	2	1	1	--
DK, etc.	*	*	*	1	--	1	--	--	--	2	*	--

Q51. How about people who cannot read and write English well?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very important	67%	63%	71%	72%	74%	56%	86%	70%	55%	53%	65%	89%
Somewhat important	18	21	15	12	14	26	9	22	18	20	19	9
Not important at all	10	12	9	9	10	12	5	6	19	16	11	--
DK, etc.	5	5	5	7	1	6	--	3	9	10	5	3

Q52. Finally how important is it to you that your library provide services useful to local businesses?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Very important	40%	40%	40%	39%	40%	41%	48%	41%	36%	35%	39%	54%
Somewhat important	41	36	45	40	44	40	43	44	32	44	41	37
Not important at all	15	20	11	15	14	16	8	12	28	12	15	9
DK, etc.	4	4	4	6	2	3	1	3	4	9	4	--

Q53. How long have you lived in your town? _____

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
One year or less	9%	10%	8%	11%	6%	8%	22%	6%	7%	1%	8%	17%
2-5 years	18	20	17	14	17	24	20	30	9	6	20	3
6-9 years	9	10	8	7	7	12	11	12	7	4	9	3
10-19 years	19	18	21	15	23	21	19	23	23	8	18	34
20 years or more	45	43	46	54	46	35	28	29	54	81	45	43
DK, etc.	*	--	*	--	1	--	--	--	--	--	*	--

Finally, just a few questions about you ...

Q54. How much schooling did you complete?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Less than HS graduate	7%	6%	7%	18%	--%	--%	5%	5%	6%	14%	6%	23%
High School graduate	29	26	32	82	--	--	32	24	31	35	28	37
Some College	28	28	28	--	100	--	34	28	30	19	28	31
College grad	19	20	19	--	--	54	22	22	12	19	20	9
More than college deg.	17	20	13	--	--	46	8	22	22	12	18	--
DK, etc.	*	--	*	--	--	--	--	1	--	--	--	--

Q55. In what year were you born? _____
(1923=23; 1900 or earlier=00; DK, etc.=99) RECODED TO THE FOLLOWING GROUPS:

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Under 30	22%	20%	24%	22%	26%	18%	100%	--%	--%	--%	20%	51%
30 to 44	35	39	32	28	36	43	--	100	--	--	36	26
45-59	22	24	20	22	23	21	--	--	100	--	22	17
60 or over	20	17	22	27	14	17	--	--	--	100	21	6
DK, etc.	1	--	3	2	1	1	--	--	--	--	1	--

Q56. What is the occupation of the chief wage earner in your family?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Prof/tech/managerial	50%	56%	45%	26%	51%	74%	48%	66%	56%	20%	52%	29%
Sales/clerical	9	6	12	13	11	5	13	9	15	1	9	14
Skilled/svce/blue col.	22	24	19	37	24	5	32	23	23	6	20	37
Retired	16	13	19	21	11	15	1	1	6	71	17	9
Not in labor force	2	*	3	2	2	1	6	1	--	--	1	9
DK, etc.	1	*	2	2	1	1	--	1	1	1	*	3

Q57. Is there anyone now living in your household who is over sixty-five?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Yes	18%	18%	19%	24%	12%	17%	4%	6%	7%	68%	19%	9%
No	81	82	80	74	87	83	96	94	93	32	81	91
DK, etc.	1	*	1	2	1	--	--	1	--	--	*	--

Q58. Is (that person or) anyone in your household physically disabled, so that they cannot easily get around outside your home?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
Yes	5%	4%	6%	7%	4%	4%	2%	3%	3%	14%	5%	9%
No	94	96	93	92	95	96	98	96	97	86	95	91
DK, etc.	1	--	2	1	1	1	--	1	--	--	*	--

Q59. What is your race or ethnic background? Are you white, black, Hispanic, or something else?

	TOT	GENDER M	GENDER F	COLLEGE NONE	COLLEGE SOME	COLLEGE GRAD	AGE IN YEARS <30	AGE IN YEARS <45	AGE IN YEARS <60	AGE IN YEARS 60+	RACE WHT	RACE NWHT
White	90%	94%	87%	85%	90%	96%	82%	91%	94%	98%	100%	--%
Black	5	3	6	9	5	1	10	3	5	2	--	69
Hispanic	1	*	2	2	1	1	4	1	--	--	--	14
Other	1	1	1	1	2	1	3	1	1	--	--	17
DK, etc.	3	2	4	3	2	2	2	4	1	--	--	--

Q60. About how much was your TOTAL FAMILY INCOME last year before taxes, was it...

		GENDER		COLLEGE			AGE IN YEARS				RACE	
	TOT	M	F	NONE	SOME	GRAD	<30	<45	<60	60+	WHT	NWHT
Less than $10,000	4%	2%	5%	9%	1%	1%	6%	1%	3%	8%	3%	14%
$10,000-$15,000	4	2	6	6	5	2	7	1	2	9	3	20
$15,000-$20,000	7	4	9	12	4	4	11	5	3	12	7	9
$20,000-$30,000	11	11	12	16	10	8	8	11	11	15	12	11
$30,000-$50,000	23	24	23	18	29	25	29	29	23	8	24	20
Over $50,000	32	39	26	16	31	49	22	37	43	25	34	9
No income	1	--	1	1	1	--	1	1	--	1	*	3
Refused	18	18	18	22	20	12	16	15	16	21	16	14

Thank you very much, you've been very helpful. We really appreciate your cooperation.

_____ TIME COMPLETED

_____ INTERVIEWER NAME

CONNECTICUT POLL LIBRARY STUDY (SPEC #96)

Numerical Results for Selected Subgroups

What follows are the exact texts of each question on the survey, along with the results for selected subgroups. The first column (labelled TOT) shows the "marginals" or percentage of the entire 500 person sample falling into each response category. The next two columns show those who have access to a library card (either of their own or through someone in their family) versus those who do not. Columns five and six depict those who have or have not visited their library within the past year. Finally the last four columns group respondents by (approximate) country: Fairfield; Hartford; the three counties east of the Connecticut River; the rest of the state.

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Number of Cases	500	351	130	351	148	92	25	123	137	68	172

Q01. (Interviewer note, but DO NOT ASK) Sex

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Male	46%	44%	49%	44%	51%	45%	40%	42%	44%	50%	49%
Female	54	56	51	56	49	55	60	58	56	50	51

Q02. Do you have a library card?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Yes	58%	83%	--%	76%	15%	51%	44%	61%	64%	54%	53%
No	42	17	100	24	85	49	56	39	37	46	47
DK, etc.	--	--	--	--	--	--	--	--	--	--	--

Q03. (If NO CURRENT CARD) Does anyone living in your household have a library card?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Not asked	58%	83%	--%	76%	15%	51%	44%	61%	64%	54%	53%
Yes	12	17	--	11	14	4	8	12	13	6	14
No	26	--	100	10	64	44	48	25	20	32	29
DK, etc.	4	--	--	3	7	1	--	2	4	7	4

Q04. How important is it to you that your town have a local library that provides comprehensive library services -- is it very important, somewhat important, or not important at all?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Very important	72%	79%	58%	80%	53%	74%	64%	81%	72%	60%	70%
Somewhat important	20	19	23	18	26	15	20	14	21	28	20
Not important at all	7	3	18	2	20	10	12	5	6	12	8
DK, etc.	1	*	2	*	1	1	4	--	1	--	1

Q05. Have you visited your local library within the last year?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Yes	70%	88%	27%	100%	--%	70%	52%	78%	74%	66%	63%
No	30	12	73	--	100	30	48	22	26	34	37
DK, etc.	*	*	--	--	--	--	--	--	1	--	--

Q06. (IF NO, DK) When, if ever, is the most recent time you have been to your local library? _____
(Record as number of months ago, round up; 60=5 years or more ago; 95=Never; 99=DK; 00=Not asked

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Not asked	70%	88%	27%	100%	--%	70%	52%	78%	74%	66%	63%
1-4 years ago	9	5	21	--	32	4	20	11	7	7	11
5 or more years ago	9	2	28	--	31	15	8	5	9	7	13
Never	6	1	15	--	20	3	12	3	4	12	7
DK, etc.	5	4	9	--	17	8	8	2	6	7	6

Q07. What is the biggest reason that you have not used your local library?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Not asked	70%	88%	27%	100%	--%	70%	52%	78%	74%	66%	63%
Lack of transportation	1	*	5	--	5	4	8	2	--	2	2
Physical infirmities	1	*	2	--	3	3	8	1	1	2	1
No time	5	3	9	--	16	2	8	4	6	2	5
Use another library	2	2	2	--	7	1	--	1	3	3	2
Needed items unavail.	*	--	1	--	1	--	--	--	--	2	--
Don't need a library	11	4	28	--	37	12	12	7	8	9	17
Moved to area recently	3	--	11	--	10	--	--	2	3	4	3
Other _____	4	1	10	--	13	5	8	2	4	4	6
Nothing	2	1	4	--	5	1	--	2	2	3	1
DK, etc.	1	1	3	--	5	1	4	1	1	4	1

Q08. (IF YES) What is your single most important reason for using the local library?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	30%	13%	73%	--%	100%	30%	48%	22%	26%	34%	37%
School materials	8	10	3	11	--	2	4	9	10	7	5
Job/career materials	6	7	2	8	--	4	4	6	5	6	6
Pers. interest mater.	20	23	12	29	--	23	12	22	20	24	18
leisure reading mater.	16	21	4	22	--	23	12	18	16	18	13
Other leisure mater.	*	1	--	1	--	1	--	1	--	--	1
Taking children to it	9	13	--	13	--	3	12	10	9	4	11
Combination _____	8	10	2	11	--	9	--	9	11	4	5
Other	3	2	4	4	--	3	8	3	2	3	4
DK, etc.	1	1	2	1	--	1	--	1	1	--	1

Q09. (IF BEEN WITHIN PAST YEAR) Within the past year, how many times, if at all, have you borrowed any books or other printed materials from your local library? _____

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	30%	13%	73%	--%	100%	30%	48%	22%	26%	34%	37%
Once or twice	7	8	3	10	--	5	4	7	7	9	6
3-5 times	13	17	2	18	--	13	--	12	12	18	12
6-10 times	8	11	1	12	--	4	4	6	12	7	8
11-20 times	13	18	2	19	--	5	16	17	12	16	10
More than 20 times	15	21	1	21	--	21	12	17	18	9	14
None	13	10	19	18	--	19	16	17	12	6	13
DK, etc.	1	2	--	2	--	2	--	2	1	2	2

Q10. (IF BEEN WITHIN PAST YEAR) And in the same period, how many times, if at all, have you gone to the library to look something up or to use materials that you did not borrow? _____

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	30%	13%	73%	--%	100%	30%	48%	22%	26%	34%	37%
Once or twice	13	16	6	19	--	8	4	15	15	9	11
3-5 times	13	17	3	18	--	9	4	15	12	7	14
6-10 times	11	13	4	15	--	10	16	10	7	16	12
11-20 times	10	13	2	14	--	9	4	11	12	6	8
More than 20 times	8	11	--	11	--	9	16	11	9	9	5
None	15	17	11	22	--	23	8	16	17	18	12
DK, etc.	1	1	1	1	--	3	--	1	2	2	1

Q11. (IF BEEN WITHIN PAST YEAR) How many times did you borrow tapes, records, or other materials besides books and magazines?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	30%	13%	73%	--%	100%	30%	48%	22%	26%	34%	37%
Once or twice	7	10	1	11	--	5	4	11	10	4	4
3-5 times	7	9	2	10	--	8	4	7	7	6	7
6-10 times	4	5	--	5	--	3	--	4	4	3	4
11-20 times	3	4	1	4	--	2	--	8	3	--	1
More than 20 times	3	5	--	5	--	3	--	6	4	3	2
None	45	54	24	65	--	47	44	42	47	49	46
DK, etc.	*	1	--	1	--	1	--	--	--	2	1

Q12. (ASK EVERYONE) Within the past year, how many times, if at all, have you telephoned your library to have a question answered, or for some other information? Please do not include calls to find out when the library is open.

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Once or twice	17%	21%	6%	21%	7%	14%	4%	22%	14%	15%	16%
3-5 times	8	11	3	11	2	2	12	10	8	13	5
6-10 times	2	3	--	3	--	4	8	3	3	--	1
11-20 times	1	1	2	1	2	2	--	2	--	2	1
More than 20 times	1	2	1	2	--	1	--	2	2	2	--
Never	70	63	87	62	89	75	76	60	73	69	76
DK, etc.	*	*	1	*	1	1	--	--	--	--	1

Q13. Are you generally satisfied with your town's local library?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Yes	86%	90%	77%	92%	73%	88%	72%	90%	88%	79%	84%
No	7	8	5	8	6	3	16	7	8	10	6
DK, etc.	7	2	18	1	21	9	12	3	4	10	11

Q14. (IF NO) Why not?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	93%	92%	95%	92%	94%	97%	84%	94%	92%	90%	94%
Too small	2	2	2	2	2	--	4	1	2	4	2
Not enough books	2	3	--	3	--	1	8	2	2	3	2
Badly run; staff probs	*	*	--	*	--	--	--	--	1	--	--
Not enough services	*	*	--	*	--	--	--	--	1	--	--
Inconvenient hours	1	1	1	1	1	1	--	1	1	2	1
Other _____	1	1	2	1	1	1	--	2	1	2	1
DK, etc.	1	*	1	*	1	--	4	1	1	--	1

Q15. If you could make any changes in library services offered by your local library, which <u>one</u> change would you make?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
More books for adults	4%	5%	2%	6%	--%	1%	4%	4%	5%	3%	5%
More bks for children	1	1	--	1	--	--	--	1	1	--	1
More copies of books	1	2	--	2	--	1	4	1	2	--	2
More periodicals	*	1	--	1	--	--	--	--	--	2	1
More childrens' progs	1	1	--	1	--	1	--	--	2	--	--
More non-print items	2	2	1	2	1	2	--	1	2	2	2
Improve info. services	2	2	--	2	1	--	--	2	1	--	3
Add new info. services	1	1	--	1	--	1	4	1	1	--	1
Increase hours open	13	16	5	17	5	10	16	16	11	15	12
Add facilities	3	3	2	3	1	1	--	--	4	6	3
Bookmobile	*	*	--	*	--	1	4	--	--	--	1
Add/improve staff	1	1	1	1	1	--	--	2	2	--	1
Access by computer	1	2	--	2	1	--	--	2	3	2	--
Other (specify)_____	10	12	6	12	5	7	8	13	7	15	9
Nothing	36	36	39	38	32	42	40	43	38	35	30
DK, etc.	24	15	44	11	53	33	20	15	23	22	31

Q16. As far as you know, can someone who is not a resident of a town go to another town's library and use materials there or take materials out?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Yes	59%	68%	39%	67%	41%	44%	56%	53%	69%	56%	58%
No	17	15	22	15	21	22	8	20	12	16	19
DK, etc.	24	17	39	18	38	35	36	27	19	28	24

Q17. (IF POSSIBLE) When, if ever, is the most recent time you have done this? _____

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Not asked	41%	32%	61%	33%	59%	57%	44%	47%	31%	44%	42%
Within last year	18	23	5	23	3	7	12	16	18	21	17
A year or more ago	15	17	13	16	14	13	20	10	20	15	16
Never	24	28	17	26	20	22	20	27	27	16	23
DK, etc.	2	1	4	1	3	2	4	--	3	4	2

Q18. As far as you know, if your local library does not have some book or other material you need, can they borrow it for you from another library in Connecticut?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Yes	68%	75%	50%	75%	51%	66%	64%	64%	74%	69%	65%
No	4	4	5	5	3	3	--	6	4	3	4
DK, etc.	28	21	45	21	45	30	36	30	22	28	32

Q19. (IF POSSIBLE) When, if ever, is the most recent time you have done this?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	32%	25%	50%	25%	49%	34%	36%	36%	26%	31%	36%
Within last year	12	16	2	16	1	10	20	10	13	13	11
A year or more ago	16	19	10	18	12	21	16	20	15	16	15
Never	38	41	33	40	35	35	28	33	45	35	38
DK, etc.	1	--	5	1	3	1	--	1	1	4	1

Q20. How helpful do you think your local library is in providing reference materials and assistance in using them? Very helpful, somewhat helpful, not very helpful, or not helpful at all?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very helpful	71%	74%	63%	76%	58%	82%	60%	76%	74%	69%	66%
Somewhat helpful	20	21	19	21	18	8	20	19	19	18	22
Not very helpful	1	1	1	1	1	1	--	1	1	--	1
Not helpful at all	1	*	1	--	2	--	--	--	--	3	1
DK, etc.	8	4	17	2	21	10	20	5	7	10	10

Q21. And how helpful do you think your local library is in answering questions over the telephone.

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very helpful	31%	35%	22%	35%	24%	28%	28%	37%	31%	31%	27%
Somewhat helpful	13	14	12	15	8	8	12	14	13	9	13
Not very helpful	1	1	1	1	1	--	4	2	2	--	--
Not helpful at all	1	1	1	1	1	--	--	1	1	2	--
DK, etc.	54	50	65	49	66	64	56	46	53	59	59

Q22. If one of your friends asked you a question you could not answer, how likely is it you would refer them to your local library? Very likely, somewhat likely, somewhat unlikely, or very unlikely?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very likely	30%	30%	32%	30%	30%	39%	36%	29%	35%	25%	29%
Somewhat likely	34	37	28	37	28	30	32	36	29	27	40
Somewhat unlikely	15	15	14	16	14	9	8	14	15	22	14
Very unlikely	16	14	21	13	22	13	16	17	18	21	12
DK, etc.	5	4	5	4	6	9	8	4	4	6	5

Q23. How important do you think it is that the schools teach children how to use libraries? Very important, somewhat important, not very important, or not important at all?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Very important	94%	94%	94%	95%	92%	96%	100%	93%	97%	94%	92%
Somewhat important	5	5	5	5	5	1	--	5	2	4	8
Not very important	*	*	1	*	1	1	--	2	--	--	--
Not important at all	1	*	1	--	2	1	--	--	1	2	1
DK, etc.	*	*	--	*	--	1	--	1	--	--	--

Q24. And how important do you think it is for parents to teach their own children how to use libraries?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Very important	86%	86%	85%	90%	78%	90%	92%	87%	86%	88%	84%
Somewhat important	11	11	12	8	18	5	4	9	11	7	14
Not very important	1	1	--	2	--	--	--	2	1	--	2
Not important at all	1	*	2	*	2	1	4	1	1	3	--
DK, etc.	1	1	2	*	3	3	--	2	2	2	1

Q25. How would you rate your own knowledge of how to use libraries? Excellent, good, fair, or poor?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Excellent	23%	25%	18%	24%	20%	21%	20%	20%	30%	24%	18%
Good	55	57	51	58	48	50	52	55	50	53	59
Fair	17	16	21	17	18	21	24	20	18	13	16
Poor	5	3	9	2	13	7	--	3	2	10	7
DK, etc.	1	*	2	*	1	2	4	2	2	--	--

Q26. (ASK IF NECESSARY) Do you have any school-age children?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Yes	34%	42%	16%	39%	22%	8%	16%	34%	33%	34%	35%
No	66	58	84	61	78	92	84	66	67	66	65
DK, etc.	--	--	--	--	--	--	--	--	--	--	--

Q27. (IF YES) How would you rate their knowledge of how to use libraries? Excellent, good, fair, or poor?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Not asked	66%	58%	84%	61%	78%	92%	84%	66%	67%	66%	65%
Excellent	9	11	4	9	7	--	--	6	12	6	9
Good	15	19	6	18	8	4	8	18	15	18	12
Fair	8	9	5	9	5	3	8	7	4	7	12
Poor	1	1	2	1	--	--	--	1	1	2	1
DK, etc.	1	1	--	1	1	--	--	3	--	2	1

There are some services and programs that libraries can offer in addition to lending books and providing reference materials. For each of the following, please tell me if it is very important to you (and your family), somewhat important, or not important at all.

Q28. Providing programs for adults, such as films and lectures. Is that very important, somewhat important, or not important at all?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Very important	27%	28%	23%	29%	23%	33%	32%	34%	29%	16%	25%
Somewhat important	54	55	57	54	55	45	52	50	47	65	59
Not important at all	18	17	19	16	21	20	12	15	23	18	15
DK, etc.	1	*	2	1	1	3	4	--	2	2	1

Q29. Would your family use this service a lot, some, only a little or not at all?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Not asked	18%	17%	19%	16%	21%	20%	12%	15%	23%	18%	15%
A lot	8	9	8	7	11	12	8	9	7	6	10
Some	39	43	28	44	27	26	28	45	35	37	39
Only a little	23	23	23	23	22	24	24	20	20	28	25
Not at all	11	8	19	9	15	13	20	10	15	9	9
DK, etc	2	1	5	1	4	5	8	2	2	3	2

Q30. Providing librarians who are especially trained to assist in finding materials or answers to questions. Is that very important, somewhat important, or not important at all?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Very important	77%	79%	75%	80%	72%	72%	88%	80%	80%	78%	73%
Somewhat important	19	19	17	18	20	21	4	16	16	15	24
Not important at all	3	2	6	2	7	5	4	4	3	7	2
DK, etc.	*	--	2	*	1	2	4	--	1	--	1

Q31. Would your family use this service a lot, some, only a little or not at all?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Not asked	3%	2%	6%	2%	7%	5%	4%	4%	3%	7%	2%
A lot	31	35	23	35	22	26	36	37	36	28	25
Some	46	48	39	48	39	35	40	43	43	46	49
Only a little	14	13	15	12	18	17	12	11	12	16	16
Not at all	5	1	12	2	10	11	--	2	5	3	6
DK, etc	1	*	5	1	3	5	8	2	1	--	2

Q32. The library staff answering information questions on the phone. Is that very important, somewhat important, or not important at all?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very important	41%	38%	45%	39%	46%	40%	48%	39%	41%	46%	40%
Somewhat important	41	44	35	43	37	35	40	42	45	34	41
Not important at all	15	15	15	15	16	16	4	15	12	16	17
DK, etc.	3	3	4	3	2	9	8	4	2	4	2

Q33. Would your family use this service a lot, some, only a little or not at all?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	15%	15%	15%	15%	16%	16%	4%	15%	12%	16%	17%
A lot	15	15	15	15	15	15	16	14	16	9	16
Some	37	37	34	38	35	21	36	38	35	44	36
Only a little	22	24	19	22	23	29	20	21	25	15	24
Not at all	9	7	15	9	11	14	16	10	10	13	7
DK, etc	2	1	2	2	1	4	8	2	2	3	1

Q34. Providing library services to the homebound.

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very important	74%	76%	67%	75%	71%	67%	72%	74%	75%	74%	74%
Somewhat important	20	18	27	18	23	24	24	19	20	19	20
Not important at all	4	4	5	4	5	5	4	4	4	6	4
DK, etc.	2	2	2	3	1	3	--	3	2	2	2

Q35. Would your family use this service a lot, some, only a little or not at all?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	4%	4%	5%	4%	5%	5%	4%	4%	4%	6%	4%
A lot	14	15	14	14	15	11	36	14	16	13	14
Some	17	16	22	15	23	11	20	17	14	22	19
Only a little	10	9	14	10	10	14	16	13	7	9	11
Not at all	47	50	39	50	42	51	20	44	53	44	46
DK, etc	7	7	7	7	5	8	4	8	5	6	7

Q36. Having the library act as a referral center by directing questions about community and social services to the appropriate agency.

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very important	42%	43%	39%	44%	40%	37%	48%	49%	44%	41%	37%
Somewhat important	38	37	42	36	42	35	28	31	34	44	43
Not important at all	16	17	15	18	14	23	16	20	16	12	16
DK, etc.	3	3	5	3	5	5	8	1	6	3	4

Q37. Would your family use this service a lot, some, only a little or not at all?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	16%	17%	15%	18%	14%	23%	16%	20%	16%	12%	16%
A lot	13	12	16	13	14	8	16	13	13	12	15
Some	34	36	26	36	28	20	20	37	28	31	37
Only a little	21	21	21	20	24	32	24	23	22	21	19
Not at all	12	10	16	11	14	13	16	6	15	24	9
DK, etc	4	3	6	2	7	5	8	2	7	2	4

Q38. Provide special reading instruction for people who can't read or would like to improve their reading ability.

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very important	71%	69%	73%	70%	74%	63%	72%	65%	77%	78%	68%
Somewhat important	14	15	15	14	14	16	20	18	12	10	15
Not important at all	14	15	10	14	12	16	8	15	10	12	16
DK, etc.	1	1	2	2	--	4	--	2	2	--	1

Q39. Would your family use this service a lot, some, only a little or not at all?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	14%	15%	10%	14%	12%	16%	8%	15%	10%	12%	16%
A lot	11	9	15	10	13	4	12	12	12	7	10
Some	11	10	15	10	14	5	12	10	11	12	13
Only a little	7	7	9	7	10	3	20	9	6	9	7
Not at all	55	56	50	57	50	65	44	51	61	57	51
DK, etc	2	3	2	3	1	5	4	2	1	3	3

Q40. Provide access to computers, FAX machines, and that sort of thing.

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very important	47%	48%	40%	49%	42%	32%	44%	47%	47%	43%	48%
Somewhat important	33	32	37	33	32	27	16	34	30	37	33
Not important at all	18	17	19	16	23	34	28	16	20	16	17
DK, etc.	3	2	4	3	3	8	12	2	2	4	2

Q41. Would your family use this service a lot, some, only a little or not at all?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	18%	17%	19%	16%	23%	34%	28%	16%	20%	16%	17%
A lot	21	22	17	25	14	15	12	23	22	22	20
Some	29	30	28	31	26	13	24	31	29	27	30
Only a little	15	15	17	15	16	17	16	15	15	16	15
Not at all	14	14	16	13	18	15	16	15	12	16	16
DK, etc	2	2	3	2	3	5	4	1	2	3	3

BEST COPY AVAILABLE

Q42. Provide access to computerized information sources such as newspaper retrieval systems, airline reservations, or stock market information.

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Very important	32%	31%	30%	32%	32%	20%	28%	35%	34%	35%	27%
Somewhat important	36	38	33	37	33	29	20	37	33	31	40
Not important at all	30	29	34	29	32	47	44	26	30	32	33
DK, etc.	2	2	3	2	3	4	8	2	4	2	1

Q43. Would your family use this service a lot, some, only a little or not at all?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Not asked	30%	29%	34%	29%	32%	47%	44%	26%	30%	32%	33%
A lot	13	14	9	15	10	9	16	17	12	12	12
Some	31	29	38	31	34	20	20	37	26	40	28
Only a little	14	16	9	15	12	10	8	9	18	7	17
Not at all	9	10	8	9	10	12	8	10	10	7	9
DK, etc	2	2	3	2	3	3	4	1	4	2	2

Q44. Provide community-wide information about such things as car pools and child care?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Very important	35%	32%	37%	33%	39%	29%	40%	37%	37%	32%	31%
Somewhat important	33	32	39	33	34	26	36	29	32	41	35
Not important at all	29	33	22	32	24	37	20	33	29	22	30
DK, etc.	3	3	3	3	3	8	4	1	2	4	4

Q45. Would your family use this service a lot, some, only a little or not at all?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Not asked	29%	33%	22%	32%	24%	37%	20%	33%	29%	22%	30%
A lot	7	6	10	7	7	2	8	9	7	7	5
Some	24	23	24	23	28	11	12	26	20	27	25
Only a little	14	15	15	15	14	12	24	13	16	18	13
Not at all	23	22	25	23	24	32	32	16	26	25	24
DK, etc	2	2	4	2	3	7	4	2	2	2	3

Q46. Provide impartial information about controversial public issues?

		HAS CARD		VISIT/YR		RESIDENT			COUNTY		
	TOT	YES	NO	YES	NO	65+	DIS	F	H	E	X
Very important	29%	28%	27%	29%	27%	22%	24%	30%	31%	31%	24%
Somewhat important	40	39	46	38	44	33	36	36	37	49	42
Not important at all	29	31	25	30	26	39	36	31	29	19	31
DK, etc.	3	3	2	3	3	7	4	3	3	2	2

Q47. Would your family use this service a lot, some, only a little or not at all?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Not asked	29%	31%	25%	30%	26%	39%	36%	31%	29%	19%	31%
A lot	11	11	11	11	12	9	8	14	13	13	8
Some	29	28	29	31	25	20	16	29	27	34	29
Only a little	19	19	23	18	22	14	24	16	18	24	22
Not at all	9	9	9	7	12	11	8	7	12	7	8
DK, etc	3	3	4	3	3	8	8	3	2	3	4

Q48. Libraries provide services to all sorts of people. How important is it to you that your local library provide services to people just looking for recreational reading?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very important	65%	72%	51%	70%	56%	65%	68%	68%	69%	69%	59%
Somewhat important	30	25	40	27	36	26	20	29	28	25	34
Not important at all	4	3	7	3	6	5	8	2	2	6	6
DK, etc.	1	1	2	1	2	3	4	1	1	--	2

Q49. And how important is it to you that it provide services to people looking for technical or scientific information?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very important	77%	78%	73%	79%	72%	76%	72%	85%	77%	71%	73%
Somewhat important	20	19	22	18	22	20	24	14	19	22	23
Not important at all	3	2	3	2	4	3	4	1	4	6	2
DK, etc.	1	1	2	1	2	1	--	--	1	2	2

Q50. How about students doing research projects for school or college? How important is it to you that your local library provide services useful to them?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very important	92%	93%	90%	94%	89%	88%	88%	95%	93%	94%	89%
Somewhat important	6	6	9	5	10	9	12	5	7	4	8
Not important at all	1	1	--	1	--	1	--	--	--	--	2
DK, etc.	*	--	2	*	1	2	--	--	--	2	1

Q51. How about people who cannot read and write English well?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very important	67%	64%	72%	67%	68%	60%	64%	66%	65%	69%	69%
Somewhat important	18	21	12	19	16	10	16	19	20	16	16
Not important at all	10	11	9	10	11	16	12	10	10	9	12
DK, etc.	5	5	6	5	6	14	8	6	5	6	4

Q52. Finally how important is it to you that your library provide services useful to local businesses?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Very important	40%	39%	41%	40%	41%	38%	24%	43%	40%	47%	35%
Somewhat important	41	43	39	41	41	40	64	39	41	32	45
Not important at all	15	14	17	15	15	14	4	12	16	18	16
DK, etc.	4	4	3	4	4	8	8	6	3	3	4

Q53. How long have you lived in your town? _____

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
One year or less	9%	5%	19%	6%	16%	2%	8%	8%	10%	10%	8%
2-5 years	18	19	14	19	16	3	4	18	20	21	16
6-9 years	9	10	5	9	8	9	16	7	8	12	9
10-19 years	19	23	12	21	17	9	20	18	18	19	22
20 years or more	45	43	52	45	44	76	52	49	43	38	45
DK, etc.	*	*	--	*	--	1	--	--	--	--	1

Finally, just a few questions about you ...

Q54. How much schooling did you complete?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Less than HS graduate	7%	2%	17%	3%	14%	15%	24%	9%	5%	4%	7%
High School graduate	29	24	43	25	41	33	24	25	26	38	31
Some College	28	31	21	30	23	19	24	25	23	29	33
College grad	19	23	12	23	11	20	12	19	26	13	16
More than college deg.	17	21	7	19	11	14	16	22	18	15	12
DK, etc.	*	*	--	*	--	--	--	--	1	--	--

Q55. In what year were you born? _____
(1923=23; 1900 or earlier=00; DK, etc.=99) RECODED TO THE FOLLOWING GROUPS:

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Under 30	22%	21%	27%	22%	23%	4%	8%	24%	22%	25%	20%
30 to 44	35	39	23	37	30	11	24	30	37	35	38
45-59	22	22	21	20	25	9	12	23	19	22	23
60 or over	20	17	28	19	22	73	56	22	20	16	19
DK, etc.	1	1	2	2	--	3	--	2	2	2	1

Q56. What is the occupation of the chief wage earner in your family?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Prof/tech/managerial	50%	55%	38%	53%	45%	24%	36%	50%	53%	50%	48%
Sales/clerical	9	11	5	9	9	2	--	11	10	7	9
Skilled/svce/blue col.	22	18	30	18	30	10	12	18	20	25	24
Retired	16	13	23	17	15	63	48	18	14	13	17
Not in labor force	2	1	4	2	1	--	4	2	2	3	2
DK, etc.	1	2	--	2	--	1	--	2	2	2	1

Q57. Is there anyone now living in your household who is over sixty-five?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Yes	18%	15%	31%	18%	19%	100%	60%	22%	17%	13%	19%
No	81	84	69	81	80	--	40	78	82	85	80
DK, etc.	1	1	--	1	1	--	--	--	2	2	1

Q58. Is (that person or) anyone in your household physically disabled, so that they cannot easily get around outside your home?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Yes	5%	4%	9%	4%	8%	16%	100%	5%	5%	4%	5%
No	94	95	91	95	92	84	--	94	93	94	95
DK, etc.	1	1	--	1	--	--	--	1	2	2	--

Q59. What is your race or ethnic background? Are you white, black, Hispanic, or something else?

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
White	90%	91%	86%	91%	89%	95%	88%	86%	90%	93%	92%
Black	5	3	9	3	8	2	12	7	6	3	4
Hispanic	1	1	2	1	1	--	--	2	1	2	1
Other	1	1	2	1	1	1	--	2	1	2	1
DK, etc.	3	3	2	3	1	2	--	3	3	2	3

Q60. About how much was your TOTAL FAMILY INCOME last year before taxes, was it...

	TOT	HAS CARD YES	HAS CARD NO	VISIT/YR YES	VISIT/YR NO	RESIDENT 65+	RESIDENT DIS	COUNTY F	COUNTY H	COUNTY E	COUNTY X
Less than $10,000	4%	2%	7%	2%	7%	7%	8%	3%	3%	4%	5%
$10,000-$15,000	4	3	7	4	5	8	8	4	4	6	4
$15,000-$20,000	7	5	13	5	11	11	12	7	7	7	6
$20,000-$30,000	11	9	17	11	13	19	16	11	11	13	12
$30,000-$50,000	23	25	18	25	20	13	20	16	21	25	30
Over $50,000	32	38	19	34	26	17	12	40	33	28	27
No income	1	1	1	1	1	1	--	1	1	2	--
Refused	18	17	19	18	18	25	24	18	20	15	17

Thank you very much, you've been very helpful. We really appreciate your cooperation.

_____ TIME COMPLETED

_____ INTERVIEWER NAME